Memorandum of Understanding between the Particle Physics Division Support Service Department-Data Services Group and E898/944 (MiniBooNE)

Version 7
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Liaison and GCSC: Ray Stefanski, X3872, Stefanski@fnal.gov
Backup #3: Steve Brice, sbrice@fnal.gov

Contact information is available at the MiniBooNE control room, X2757. Ray's cell phone number is 630-303-1637. The GCSC is the General Computer Security Coordinator for MiniBooNE, in accordance with guidelines provided at http://computing.fnal.gov/security/.

DSG contact person: Jason Ormes, ormes@fnal.gov

Introduction

Fermiab-E898 is the experiment number for MiniBooNE. Janet Conrad and Bill Louis are the spokespersons for E-898. In 2006, Steve Brice and Richard Van De Water will become spokespersons. The Program Planning Office assigned a new experiment number to MiniBooNE (E-944) for the period covered by the new spokespeople. Henceforth in this document we will referred to the experiment as MiniBooNE. All four spokespersons are signatories to this document.

This is the 2006 Memorandum of Understanding (MOU) between MiniBooNE; and the Support Service Department-Data Support Group (DSG) in PPD. This MOU supersedes all previous agreements[1] between these groups.

This MOU is understood to cover MiniBooNE desktop computers running Linux and Windows operating systems. The list of Linux and Windows desktop systems in the MiniBooNE cluster is maintained in MISCOMP. The system support will be based on the following criteria:

- The Linux operating system used by MiniBooNE is a Fermi LTS version and the configuration is setup in the MiniBooNE workgroup.
- Windows systems that are Fermi owned will be supported according to the prevailing DSG practices as specified in the section entitled DSG Support Practices.
- Support for Non-Fermi owned Linux and Windows systems will be limited to the following:
  - Operating system support is limited to installing available critical patches, Kerberized daemons (Linux), and AntiVirus (Windows) that are required for network access onto Fermi LAN.
  - Reinstallation of operating system is not covered, owners are to seek support from their home institution or manufacture desktop support.
  - Software products that require a license code must be installed by end-user
  - Assist end-user with basic network and printer configuration for the Fermilab environment.

[1] The first version of the MOU between Fermilab and E-898 is dated September 28, 1999. The second version is dated October 2002.

MiniBooNE uses a modified CONDOR system for batch processing. CONDOR's pool manager runs on mbdb01, and assigns batch processing to all of the computers available in the MiniBooNE system. **MiniBooNE will maintain and operate the Condor batch processing system.**

DSG Support Practices

The Data Support Group (DSG) provides general support for Fermilab owned desktop computers and printers within the Particle Physics Division. Operating system support covers Fermi Linux (LTS) and Microsoft Windows (WinXP) with administrative duties in the Windows domain called FERMI. Support policies for software and required applications can be found on the DSG web site. Procedures for submitting a desktop support work request are under section - Problem Reporting Procedure.

Accounts -Workgroup

Ray Stefanski or any of the backups will approve new account requests. All work performed on MiniBooNE systems listed in MISCOMP must have approval of the MiniBooNE liaison or any of the backups.

Organizations and Duties

PPD-DSG

- Operating system Support
  - DSG will provide 8x5[2] operating system support for the MiniBooNE desktop computers as listed in MISCOMP.
  - Installation and maintenance of the current running Linux Operating system supported by the Computing Division.
  - Security and driver updates that are not automatically handled by yum (e.g. kernel updates) will be installed by DSG, when MiniBooNE submits a Work Request ticket. The party that first becomes aware of such an upgrade will alert the other parties.
  - The Big Brother system may be monitored jointly by MiniBooNE and the DSG. However, the DSG will respond to system alerts only after MiniBooNE submits a Work Request ticket, as defined under the Problem Reporting Procedures.

- Hardware Support
  - All computer problems are referred to the DSG by following the Problem Reporting Procedures. If the problem is diagnosed as hardware related, the DSG may choose, at their discretion, to have the problem referred to Decision One. However, only the MiniBooNE liaison or his backup may authorize work to be performed by Decision One.
  - DSG will perform preliminary diagnostics prior to calling Decision One.
  - Upon return of system from Decision One, DSG will evaluate and bring the system back into a working state.

[2] See Problem Reporting Procedures section for definition of 8x5

MiniBooNE

MiniBooNE maintains, operates, and monitors the Big Brother system, and all software systems used by the experiment for operations and analysis.

Problem Reporting Procedures

Problems will be reported through the url http://www-ppd.fnal.gov/DSGOffice/ The user should provide as much detail about the problem as they can, including error messages, exact commands used, full paths to pertinent files, etc. All work tickets that enter into the system are given the same priority and support experts are to process work tickets in the order in which they have been received.

8x5 Support Definition

We defined 8x5 support as that covered during a normal work week: 8:30 AM to 5:00 PM, Monday through Friday on normal business weeks of 5 work days. Holidays that fall within the normal work week are not covered. Saturday and Sunday support will fall over to the first work day of the new

SIGNATURES:

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Jim Strait, Head of the Particle Physics Division

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Janet Conrad, Columbia University,
E-898 Co-Spokesperson

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William Louis, Los Alamos National Laboratory,
E-898 Co-Spokesperson

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Richard Van De Water, Los Alamos National Laboratory,
E-944 Co-Spokesperson

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Steve Brice, Fermilab,
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